

Calling out with the TTY

1. Power on the TTY with the small On/Power button at upper right.
2. Press and hold down the Ctrl key and press the 1 key.
3. You need to know your TTY's Dialing Pattern to reach a Relay Operator
Type 711 and press Return key, if after twenty seconds a CA #### scrolls across the screen, you have reached a Relay Operator (type the phone number needed and press Return key to dial).

(If 711 is not successful, turn the Power button Off and On again and try 88007352966 and Return key (Backspace to correct mistakes.) If a CA #### scrolls across the screen after twenty seconds, you have reached a Relay Operator (type the phone number needed and press Return key).

(If not successful, ensure that the analog phone line is plugged into the phone jack. (check speakerphone for dial tone since it's usually plugged into the same analog line.) Power button Off and On again and try 711 or 88007352966 or 98007352966 and Return key (Backspace to correct mistakes.) Ubi Duo also has a TTY capability (see EO/Disability section on DWD Main page)

4. The Relay Operator will reply with "ringing...", "busy signal.." or "answering machine..." and will type any response from the person receiving the call. The operator will use "GA" for "go ahead" when it's your turn to communicate.
5. Type your message and when your conversation is finished, you can type SKSK to signal the end of the call and turn Off the Miniprint 425.

Phone is for outgoing calls only and only needs to be powered on for outgoing calls placed by customers or for staff to check operability.

Relay Services

Instructions to place a call to a person who is Deaf using your desk phone and the free service of **Relay Missouri**.

- 1) Dial either **711** or **1-866-735-2460** from your desk phone. (long distance rates will apply if the person's phone number is long distance from your location)
- 2) You will get a Relay operator who will ask for the number you wish to call. The operator then dials the Deaf person's phone number and will tell you 1) if the phone is ringing, 2) when someone has answered, and 3) what the response is on the line. If an answering machine picks up, the Relay operator will convey that as well.
- 3) Communicate as you usually would by phone speaking directly to the person you are calling rather than the operator. The Relay operator will type your message to the Deaf person you are calling and then will speak the Deaf person's response and communication back to you. If there is an answering machine, the Relay operator will let you know and you can leave a message.

Telecommunications Relay Services

IP Relay, TRS, VRS, CapTel etc.